

State of Montana
Department of Public Health and Human Services
PO Box 4210 Helena, MT 59604

VACANCY ANNOUNCEMENT

October 1, 2008

5 Page Document

TITLE: Administrative Office Lead Worker
POSITION NO: 05273
LOCATION: Child Support Enforcement Division, Helena
STATUS: Full-Time/Permanent
UNION: MEA/MFT
PAY GRADE: Pay Plan 20, Pay Band 3
STARTING SALARY: \$21,362 - \$26,702 annually. Depending on qualifications and internal equity.
SUPPLEMENT: Yes

APPLICATION DEADLINE: State of Montana Applications can be submitted to any local Job Service or Human Resources- DPHHS, PO Box 4210 (111 Sanders, Room 202), Helena, MT. Applications may also be emailed to hhsea@mt.gov or faxed (406) 444-0262. Applications must be received or postmarked if mailed no later than **5:00 p.m., Thursday, October 16, 2008.** For further information visit the DPHHS website: www.dphhs.mt.gov/jobs

SPECIAL INFORMATION: Work is performed in an office environment where staff may be subjected to frustrated and emotional case participants and angry clients. The incumbent must be able to analyze, identify, and resolve issues.

CRIMINAL RECORDS BACKGROUND CHECK: All successful applicants will be required to sign a release form, which authorizes the department to conduct a criminal record review to determine whether the applicant has been convicted of any criminal acts that are directly related to the responsibilities of the prospective job.

TYPICAL DUTIES: This position assists the Child Support Enforcement Division (CSED) administrator, bureau chiefs and the Program and Training Bureau and the State Director of New Hire. The incumbent ensures the smooth and efficient operation of the CSED's central office; provides training, assigns and oversees duties to other support staff; provides administrative support by conducting research, providing technical support, preparing statistical reports, handling information requests, and performing other administrative functions such as developing procedures for proper distribution of mail and processing inquiries from case participants and general public; answering multi-line telephone calls; preparing correspondence, reports,

presentations or other documents using word processing, spreadsheet, database and/or presentation software; is the building liaison for the Helena central office and coordinates and directs office services such as maintaining inventory and order supplies, coordinating maintenance of office equipment, records management, coordinating office moves and maintenance of vehicles; purchases and maintains inventory of supplies and office equipment; and provides guidance and instruction to staff on the use of equipment and computer programs such as Word, Excel, PowerPoint, and Outlook.

KNOWLEDGE, SKILLS AND ABILITIES (COMPETENCIES) DESIRED:

Knowledge: Knowledge of a wide variety of microcomputer programs and mainframe products; research and documentation methods and techniques; principles and practices of public administration, communications and public relations; department rules, regulations, policies, and procedures; Department and State personnel procedures and policies; specific program operations, activities and requirements; multi-line telephone systems and proper phone etiquette; and law enforcement operations and terminology, confidentiality and security issues.

Skills: Skill in organizing files and records management; communication, both written and oral; and completing complex tasks in an accurate and timely manner, often on short notice with many interruptions.

Abilities: Ability to work and conduct research independently with minimal supervision; be accurate within tight deadlines to review and update electronically stored data; research, analyze, assemble, and compile information; identify areas in the system that are incorrect, notify the caseworker, and correct the error; accurately and rapidly perform word processing on multiple systems; maintain confidentiality with sensitive case information, administrative and management decisions; be courteous of others on the phone and answer the phone throughout the day; handle stress of federal/state deadlines and large workload priorities; determine work priorities and initiative in the completion of duties; deal with heavy workloads and a high level of accuracy within strict deadlines; and establish effective working relationships with co-workers and representatives of other agencies.

EDUCATION/EXPERIENCE REQUIRED: Two years of college (or an Associate's degree) in computer software programs, computer data entry, business administration, human services, criminal justice, legal or closely related field **AND** one year of job-related work experience. Relevant work experience may substitute for the formal education on a year-for-year basis.

APPLICATION AND SELECTION PROCESS: This position is being advertised outside the agency and in-house applicants must compete with the outside applicant pool. Interested persons must submit the following prior to the closing date to be considered:

1. Signed state application (PD-25, rev.05/03 or later);
2. Applicants claiming the **Veteran's or Disabled Person's Employment Preference** (see State of Montana Employment Application, PD-25) must provide verification of eligibility with the application materials. The required documentation includes a DD-214 or PHHS Certification of Disability form;
3. Photocopy of transcripts for any coursework at a college or technical school. (*Only degrees from an accredited college or university recognized by the US Department of Education are acceptable to meet education requirements*). **If applicant has difficulty obtaining transcripts you will be given a five-day grace period to submit them to our office after the closing date to:** HUMAN RESOURCES, PO Box 4210, Helena MT 59604; and
4. Supplemental questions.

Applications will be rejected for late, incomplete or unsigned application materials.

COMPENSATION: Eligible state employees are also provided paid health, dental, and life insurance. Other benefits include vision insurance, a deferred compensation program, public employees retirement system, annual leave, sick leave, paid holidays and up to 15 days military leave with full pay.

IMMIGRATION REFORM AND CONTROL ACT: In accordance with the Immigration Reform and Control Act, the person selected must produce **within three (3) days of hire** documentation that he/she is authorized to work in the United States. Examples of such documentation include a birth certificate or social security card along with a driver's license or other picture I.D., a U.S. passport or a green card.

REASONABLE ACCOMMODATIONS: Under state and federal law, qualified applicants with disabilities are entitled to reasonable accommodations. Modifications or adjustments may be provided to assist applicants to compete in the recruitment and selection process, to perform the essential duties of the job or to enjoy equal benefits and privileges of employment available to other employees. Alternative accessible formats of this document will be provided upon request. An applicant must request an accommodation when needed. If you need any such accommodation, contact Human Resources at 444-3136 as soon as possible to allow time to make needed arrangements.

Page 4

Public Health and Human Services

Administrative Office Lead Worker, #05273

October 1, 2008

SELECTIVE SERVICE COMPLIANCE CERTIFICATION: All male applicants (born on or after January 1, 1960) must complete a copy of 'Statement of Selective Service Registration Status' if offered a position with the State of Montana, unless they meet certain exemptions under Selective Service law. If you are required to register, but fail to do so, you are not eligible for employment with the State of Montana.

SUPPLEMENT QUESTIONS

Department of Public Health and Human Services
Title: Administrative Office Lead Worker
Position: #05273
Location: Child Support Enforcement Division, Helena

This supplement will be reviewed separately from the state application you submitted, and it will become a further basis for our evaluation of candidates. Your responses to these supplemental questions must be printed clearly or typed on standard 8.5 x 11 inch paper. Each response should be clear, concise and numbered. Since your responses will be reviewed separately from your state application, please repeat any information that may appear on it or your resume rather than writing 'see my resume or application.'

QUESTIONS

NOTE: Answers to the following questions must be specific as to dates and employers. If this supplement is used as a screening tool, some answers may be rated based on months or years of experience. Reference will not be made back to your state application or resume.

1. Please list and describe your experience with various computer programs you are familiar with and how you would assist others that may need assistance.
2. Please identify previous job responsibilities involving multi-tasking with numerous interruptions and how you were able to complete your daily tasks.
3. Please describe your experience using a multiple line telephone system, answering general policy questions, and transferring the calls to the appropriate person when necessary.